

General

Title

Emergency department satisfaction: mean section score for "Overall Assessment" questions on Emergency Department Survey.

Source(s)

Emergency Department Survey. South Bend (IN): Press Ganey Associates, Inc.; 2001. 4 p.

Measure Domain

Primary Measure Domain

Clinical Quality Measures: Patient Experience

Secondary Measure Domain

Does not apply to this measure

Brief Abstract

Description

This measure assesses the mean score for the questions in the "Overall Assessment" section of the Emergency Department Survey.

The "Overall Assessment" section is one of eight sections that comprise the [Emergency Department Survey](#). Mean section scores are reported for each section of the survey. In addition, an "Overall Facility Rating" score is reported.

Rationale

1. Patient satisfaction is both an *indicator* of quality of care, and a *component* of quality care. In 2001, the Institute of Medicine (IOM) advocated a patient-centered model of care (Crossing the Quality Chasm: A New Health System for the 21st Century). In part, this is a reflection of the growing understanding that

"...patients constantly judge the motives and competence of caregivers through their

interaction with them. This judgment is a very personal one, based on perceptions of care being responsive to patients' "individual needs," rather than to any universal code of standards (McGlynn, 1997). When these individual needs are perceived as being met, better care results. Lohr (1997) notes: "Inferior care results when health professionals lack full mastery of their clinical areas or cannot communicate effectively and compassionately." In short, when patients perceive motives, communication, empathy, and clinical judgment positively, they will respond more positively to care...Sobel (1995) claims that improved communication and interaction between caregiver and patient improves actual outcome. Donabedian (1988) notes that "...the interpersonal process is the vehicle by which technical care is implemented and on which its success depends" (from Press [2002] Patient Satisfaction: Defining, Measuring, and Improving the Experience of Care, Health Administration Press).

It is clear that patients quite actively evaluate what is happening to them during the experience of care. The degree to which the patient judges the care experience as satisfactory "...is not only an indicator of the quality of care, but a component of quality care, as well" (Press, 2002).

2. In addition to its connection to quality of care and clinical outcomes, Patient Satisfaction has been linked to the following:
- Healthcare employee satisfaction and retention
 - Healthcare facility competitive market strength
 - Hospital profitability
 - Risk management (likelihood of being sued)

Primary Health Components

Emergency department care satisfaction

Denominator Description

Patients with an emergency department (ED) visit during the reporting period who answered at least one question in the "Overall Assessment" section of the Emergency Department Survey. Deceased patients, patients admitted to hospital through the ED, patients who leave the ED against medical advice, patients who leave the ED without being seen, and patients transferred to another hospital/institution are not eligible.

Numerator Description

The mean of all the patients' scores for the "Overall Assessment" section of the Emergency Department Survey

Refer to the "Press Ganey's Emergency Department Survey: Calculation of Scores Information" document listed in the "Companion Documents" field for additional details.

Evidence Supporting the Measure

Type of Evidence Supporting the Criterion of Quality for the Measure

A formal consensus procedure, involving experts in relevant clinical, methodological, public health and organizational sciences

A systematic review of the clinical research literature (e.g., Cochrane Review)

Focus groups

One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Additional Information Supporting Need for the Measure

Unspecified

Extent of Measure Testing

The Emergency Room Survey was developed in 1988 and was revised and renamed the Emergency Department Survey in 2001. A Client Advisory Committee (CAC), representing physicians, nurses, technicians and administrators, was formed to discuss changes, to review early drafts of prototype questionnaires, and to provide feedback throughout the revision process. The revised survey was tested with the assistance of ten ED test sites across the U.S. The instrument was found to be psychometrically sound across a wide variety of tests of reliability and validity. Refer to the original documentation (Emergency Department Survey Psychometrics) for further details.

Evidence for Extent of Measure Testing

Emergency Department Survey Psychometrics. South Bend (IN): Press Ganey Associates, Inc.; 2001. 10 p.

Hall MF, Press I. Keys to patient satisfaction in the emergency department: results of a multiple facility study. Hosp Health Serv Admin. 1996;41(4):515-32.

State of Use of the Measure

State of Use

Current routine use

Current Use

not defined yet

Application of the Measure in its Current Use

Measurement Setting

Emergency Medical Services

Professionals Involved in Delivery of Health Services

not defined yet

Least Aggregated Level of Services Delivery Addressed

Single Health Care Delivery or Public Health Organizations

Statement of Acceptable Minimum Sample Size

Unspecified

Target Population Age

Unspecified

Target Population Gender

Either male or female

National Strategy for Quality Improvement in Health Care

National Quality Strategy Aim

Better Care

National Quality Strategy Priority

Person- and Family-centered Care

Institute of Medicine (IOM) National Health Care Quality Report Categories

IOM Care Need

Getting Better

IOM Domain

Patient-centeredness

Data Collection for the Measure

Case Finding Period

The reporting period

Denominator Sampling Frame

Patients associated with provider

Denominator (Index) Event or Characteristic

Encounter

Denominator Time Window

not defined yet

Denominator Inclusions/Exclusions

Inclusions

Patients with an emergency department (ED) visit during the reporting period who answered at least one question in the "Overall Assessment" section of the Emergency Department Survey

Exclusions

Deceased patients, patients admitted to hospital through the ED, patients who leave the ED against medical advice, patients who leave the ED without being seen, and patients transferred to another hospital/institution are not eligible.

Exclusions/Exceptions

not defined yet

Numerator Inclusions/Exclusions

Inclusions

The mean of all the patients' scores for the "Overall Assessment" section of the Emergency Department Survey

Exclusions

Unspecified

Numerator Search Strategy

Fixed time period or point in time

Data Source

Administrative clinical data

Patient/Individual survey

Type of Health State

Does not apply to this measure

Instruments Used and/or Associated with the Measure

Emergency Department Survey

Computation of the Measure

Measure Specifies Disaggregation

Does not apply to this measure

Scoring

Composite/Scale

Mean/Median

Interpretation of Score

Desired value is a higher score

Allowance for Patient or Population Factors

not defined yet

Standard of Comparison

not defined yet

Identifying Information

Original Title

Emergency Department Survey, Overall Assessment.

Composite Measure Name

Emergency Department Survey

Submitter

Press Ganey Associates, Inc. - For Profit Organization

Developer

Press Ganey Associates, Inc. - For Profit Organization

Funding Source(s)

Press Ganey Associates, Inc.

Composition of the Group that Developed the Measure

Patients, nurses, technicians, administrators, physicians, existing clients, Press Ganey Associates, Inc. employees

Financial Disclosures/Other Potential Conflicts of Interest

None known

Adaptation

This measure was not adapted from another source.

Date of Most Current Version in NQMC

2001 Jan

Measure Maintenance

Unspecified

Date of Next Anticipated Revision

Unspecified

Measure Status

This is the current release of the measure.

The measure developer reaffirmed the currency of this measure in April 2016.

Measure Availability

Source not available electronically.

For further information, contact: Press Ganey, 404 Columbia Place, South Bend, Indiana 46601; telephone: 800-232-8032; fax: 574-232-3485; e-mail: rwolosin@pressganey.com; Web site: www.pressganey.com .

Companion Documents

The following is available:

Press Ganey's emergency department survey: calculation of scores information. South Bend (IN): Press Ganey Associates; 3 p.

For further information, contact: Press Ganey, 404 Columbia Place, South Bend, Indiana 46601;

telephone: 800-232-8032; fax: 574-232-3485; e-mail: rwolosin@pressganey.com; Web site: www.pressganey.com .

NQMC Status

This NQMC summary was completed by ECRI on March 27, 2003. The information was verified by Press Ganey Associates on April 16, 2003.

This NQMC summary was retrofitted into the new template on July 8, 2011.

The information was reaffirmed by the measure developer on April 11, 2016.

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All inquiries regarding the measure should be directed to the [Press Ganey Web site](#) or e-mail Robert Wolosin, Ph.D. at rwolosin@pressganey.com.

Production

Source(s)

Emergency Department Survey. South Bend (IN): Press Ganey Associates, Inc.; 2001. 4 p.

Disclaimer

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